

Configuring and Testing E-Mail in Content Central

With Content Central, you can send one or more documents to any number of e-mail recipients automatically or on demand after you have configured the **E-mail Server Settings** on the **System Settings** screen of the **Admin** menu.

To Configure E-mail Server Settings:

- 1) Log in to Content Central with an account that is part of the Administrator's group.
- 2) Click **Admin** in the upper-right corner of Content Central.
- 3) On the **Admin** screen, click on the **System Settings** option.
- 4) On the **Manage System Settings** screen, expand the **E-mail Server Settings** section.
- 5) Enter the e-mail settings that Content Central will use to send e-mail.
- 6) At the bottom of the **Manage System Settings** screen, click **Apply**.

Content Central is now configured to send e-mail.

To Test E-mail Server Settings:

- 1) Log in to Content Central.
- 2) Navigate to any results grid that contains an existing document. For example, go to the **Folders** screen and click on **Catalog Browser**, then open any subfolder that contains a document.
- 3) In the results grid on the right, highlight any existing document and choose **File > E-mail**.
- 4) On the **E-mail Document(s)** window that appears, enter your e-mail address in the **To:** textbox.
- 5) Click **Send**.

In a minute or two, you will receive an e-mail from Content Central.

Troubleshooting E-mail in Content Central

Sometimes you may not receive e-mail from Content Central due to software, settings, or security policies that an organization has configured on the E-mail server or on their intranet. Here are some reasons why you may not receive e-mail from Content Central:

Reasons Why You May Not Receive E-mails from Content Central

- The wrong password was provided to Content Central in the **E-mail Server Settings**, or the password has expired.
- The e-mail account used to send Content Central e-mails has been disabled or deleted from the E-mail Server.
- The e-mail server requires SSL but Content Central has not been configured to use SSL or the appropriate port has not been specified.
- The e-mail server requires the **from address**: to be a valid e-mail account rather than a placeholder address like `noreply@corp.com`.
- A firewall on the network is preventing Content Central from sending e-mails.
- Antivirus software on the Content Central server is preventing Content Central from sending e-mails from being sent.

Tips for Troubleshooting E-mail

When troubleshooting E-mail in Content Central, keep the following tips in mind:

- **Make sure the test e-mail was sent to the right address**
In Content Central, use the **Content Central Event Viewer** to verify that Content Central attempted to send the e-mail, and that it was sent to the correct address.
- **Make sure that the Content Central services are running on the Content Central server**
On the Content Central Server, make sure that the Ademero Workflow Service and Ademero Capture Service are running.
- **Make sure that you can send e-mail using the same settings in a different e-mail application (i.e Microsoft Outlook)**
Use the same settings to configure another e-mail application, for example Microsoft Outlook, and verify that you can send a test message successfully using those settings. Make sure to use the same settings that you entered in Content Central. If you can send e-mail with these settings in a different e-mail application, compare the settings with those in Content Central, paying special attention to outgoing server address, port, and SSL requirements. If you cannot send e-mail in a different e-mail application, verify that you are using the right e-mail settings.
- **Make sure that you can send e-mail in Content Central using different e-mail settings**
Configure Content Central E-mail Server Settings with settings that already work in another e-mail application. For example, configure Content Central to send e-mail using your personal e-mail settings that you use at work or home. If you can't send e-mail using settings that already work in another e-mail application, the Content Central server or the corporation's firewall may be preventing e-mails from being sent (contact your network administrator).
- **Temporarily disable antivirus software on the Content Central Server**
Temporarily disable the antivirus software on the Content Central Server and try to send another test e-mail. If you receive the test e-mail, then re-enable the antivirus software on the Content Central Server and configure it to allow Content Central to send e-mails.
- **Use the Telnet application to find out why the E-mail Server is preventing E-mails from being sent**
For more details, see the following Microsoft KB Article: <http://support.microsoft.com/kb/153119>.